GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:515
ANSWERED ON:20.07.2016
Mechanism to Deal with Complaints of Passengers
Bhatt Smt.Ranjanben

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government is paying serious attention towards redressal of complaints of railway passengers;

(b) if so, the details thereof alongwith the details of steps taken in this regard; and

(c) if not, the reasons therefor?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE)
OF THE MINISTRY OF COMMUNICATIONS AND
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI MANOJ SINHA)

(a) to (c): Yes, Madam. Government has set up different channels of registering passengers complaints/grievances namely, Complaints Books at the Stations and in trains, May I help you booth/Counters at Stations, All India Help line No.-138, CPGRAMS, COMS, Social Media etc. Large numbers of complaints are received through these channels which are sent to concerned authorities for prompt and satisfactory redressal.

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